

Disease Management Pilot Program

Sample Outreach and Assessment Readiness Review Tool

Disease Management Organization Name: _____

Instructions: The purpose of this tool is to help determine the disease management organization's (DMO) readiness to comply with essential outreach and assessment activities as outlined in the Disease Management Pilot Program (DMPP) request for proposal issued by the California Department of Health Services (CDHS) on March 15, 2006 and subsequent CDHS/DMO contract.

Summary of the Applicable Requirements:

Contractor will develop policies and procedures for outreach to members, providers, and community resources regarding program information and operation. The DMO can not provide face-to-face direct medical services to the potential Member/Member.

Members enrolled in the DMPP must be assessed initially and periodically for information about their medical/health condition including, history, psycho-social status, medication, and service needs. The assessment shall form the basis for developing an Individual Treatment Plan and determine the types of intervention and intensity of intervention that are appropriate. The Member Assessment will be completed within sixty (60) days of enrollment, and updated at periodic intervals based on risk level. Assessment information may be compiled from various sources, including but not limited to, claims data, medical record review or survey methodology but shall not be obtained through the provision of face-to-face direct medical services from the DMO.

The attached outreach and assessment elements are used to support the determination of Contractor compliance and serve as a component of the overall readiness evaluation process.

**For CDHS
Use Only**

Outreach and Assessment Review

YES NO

- | | |
|-----|---|
| — — | 1. Describe the Contractor process to notify potential Members prior to the Member's effective date of enrollment of the following:

a. When and how will the Contractor contact the Member to initiate the assessment process, and |
|-----|---|

b. How can the Member can contact Contractor with care-coordination needs?

YES NO

___ ___

2. Describe the Contractor’s procedures for ensuring that the Member is contacted within 30 days of the effective date of DMPP membership. How will Contractor track and monitor the timeliness and status of the Member’s initial contact to ensure timely and adequate follow-up?

YES NO

___ ___

3. Describe alternate methods of locating Members who cannot be located from provided addresses or telephone numbers within 30 days of the effective date of membership.
